

What is the Department of Information Services?

DIS Core Ideology

Agency Core Purpose

Provide technology leadership and services to make life better for the citizens of Washington.

Core Values

Ethics and Integrity

We are committed to the highest standards of ethics and integrity.

Innovation

Innovation is our tool of choice for addressing change and meeting customer needs.

Value Employees

Our employees are our most valued assets and their well-being is crucial to our success.

Customer Service

We are customer driven and committed to providing world-class customer service.

For more information:

**Nancy Jackson,
Communications Director**

**Washington State Department
of Information Services**

1110 Jefferson Street SE
Olympia, WA 98504-2445

360-902-3553

nancyj@dis.wa.gov

dis.wa.gov

The state's full service technology agency

The Department of Information Services (DIS), led by the agency director and state CIO, provides technology leadership for government organizations across Washington. DIS was formed through the consolidation of the state's four independent data processing and communications systems in 1987. A cabinet-level agency, DIS organized to provide leadership, policy and service choices for the use of information technology within state and local agencies, the education sector, tribal organizations and qualifying non-profit groups.

The use of DIS services is not mandatory – agencies may choose to use DIS or obtain services from other sources. Always seeking to provide the most competitive value for its customers, DIS is authorized to set its own rates with the approval of its Customer Advisory Board and the Office of Financial Management. In fact, in a 2000 study of DIS rates conducted by Gartner, Inc., DIS rates averaged 16 percent below comparable private sector services.

Statutory authority

The legislative intent in creating DIS was to make government information and services more available, accessible and affordable. The Legislature also created the Information Services Board (ISB) to provide coordinated planning and management of state information technology services. DIS provides staff support to the ISB, and acts to oversee compliance with ISB policy in agency technology operations and investments. Chapter 43.105 RCW establishes the ISB structure and outlines DIS' statutory authority.

Powers and duties granted to DIS include:

- To provide technology services on a cost-recovery basis to state agencies, local governments and public benefit nonprofit entities; these services are for discretionary rather than mandatory use by customer organizations
- To perform work delegated by the ISB, including the review of agency portfolios, the review of agency investment plans and requests, and implementation of statewide and interagency policies, standards and guidelines
- To review and make recommendations on agencies' funding requests for technology projects and to monitor the progress of those projects after they receive funding
- To review and approve standards and common specifications for new or expanded telecommunications networks proposed by agencies, public post-secondary institutions, educational service districts or statewide or regional providers of K-12 information technology services
- To collaborate with the ISB and agencies in the preparation of a statewide strategic technology plan and its related Washington State Digital Government Plan
- To prepare, with direction from the ISB, a biennial state performance report on information technology.

The Scope of DIS Services

Voice Telecommunication Services DIS manages more than 50,000 local telephone lines and serves more than 150,000 individual users in 500 public organizations with SCAN and SCANPlus long distance services.

DIS at a glance

- 682 customer organizations
- 24-hour operations, 365 days per year
- 428 employees
- Over 100 different technology services
- State's third largest telephone company
- Operates the largest data network in Washington
- Processes \$2 billion in state government payments monthly
- Answers 6,000 search questions on Access Washington per business day
- Connects over 450 educational locations through the K-20 Network

Wide Area Network Services including Internet connectivity for public sector customers, the state government Campus Fiber Network, and stakeholder networks such as the K-20 Educational Telecommunications Network and the Intergovernmental Network

Network Security Services that protect the integrity of data traffic on public networks, and give secure access to field workers, telecommuters and others who use state computing systems from outside network firewalls

Mainframe Computing Services that process over three million daily transactions in the DIS Data Center, the one of the largest data centers in the Pacific Northwest

Mainframe Production Services for core state services, including annual output of nine million public assistance checks, seven million unemployment insurance payments and hundreds of thousands of other mission-critical outputs each month

Enterprise Data Storage Services provides 25 terabytes (terabyte = one trillion characters) total disk and tape storage for applications on mainframe and in server environments

Business Continuity Services to ensure the backup, recovery and remote operation of customers' critical processing systems in the event of a Data Center evacuation

Application, Web Site and Server Hosting with a myriad of cost-effective hosting options for large and small organizations, secured around-the-clock in the DIS Data Center

Web site and Multimedia Development including all graphic design and technical aspects of creating an effective Web site, interactive training, or educational or public service programs.

Video Production and Broadcast Services, for professional, broadcast-quality programs filmed in-studio or in the field. These can be broadcast from DIS studios using traditional television methods, Webcasting, or satellite uplink.

Competitively Priced Brokering of software, desktop computers and cellular equipment from industry-leading suppliers, offered in the Washington State Technology Mall (TechMall)

Competitively Bid Master Contracts for a wide variety of proprietary technology services, including industry research, search engine components and Web-based customer support

Access Washington™ Internet portal, the single electronic "face" of Washington state government, that provides public access to government information and services, including fee-based transactions

Inside Washington™ statewide intranet portal, designed for government-to-government and government-to-employee business over the statewide government intranet

Transact Washington™ a single, secure gateway to transaction-based applications for authorized users. A digital certificate provides the credential for access to these services, which are offered by many government agencies

Digital Government Academy brings technology and business leaders from multiple agencies together to solve shared business problems and quickly replicate a technology solution for use by the whole enterprise

Daily hours of operation at DIS	24
Days per year that DIS operates customer systems	365
Number of customer organizations DIS serves	682

Telecommunications

Telephones provided	More than 49,000
Long distance calls processed (per month)	More than 2,000,000
Long distance minutes processed (per month)	Almost 9,000,000
Conference call minutes processed (per month)	More than 74,000
Conference calls/participants (per month)	Approx. 980/6,700

Operations

Raised floor in the DIS Data Center (square feet)	25,000
Mainframe online transactions (CICS transactions per month)	110 million
Computer processing service units (per revenue dollar)	20,783
Data storage volume used by DIS customers	25 terabytes ¹
Intergovernmental Network (IGN) (local government) traffic (billions of bytes per month)	2,059
Brokering business volume (dollars annually)	More than \$43 million
Master contract purchases (dollars annually)	More than \$149 million

Production

Driver's licenses processed through DIS systems	557,288
Vehicle registrations processed through DIS systems	5 million
Law enforcement inquiries (drivers and vehicles)	6,104,059

Web properties

Access Washington™ page views (per month)	1.6 million
Ask George™ search queries (per month)	160,000

K-20 Educational Network

Number of education sites connected via K-20 Network	460
Video conference usage (hours per month)	5,200
K-20 intranet traffic (billions of bytes per day)	2,887

Warrants

Value of all warrants printed monthly	\$639,869,800
Value of payroll warrants printed monthly	\$22,995,000
Unemployment (number of warrants printed monthly)	460,000
Workers' compensation (number of warrants printed monthly)	60,000

¹ Terabyte = one trillion characters
Rev. 9/15/03

The Information Services Board

2003 Members

**Representative
Glenn Anderson**

Emilio Cantu
Private Sector Member

Marty Daybell
CIO, Office of the
Superintendent of Public
Instruction

Senator Darlene Fairley

Tom Fitzsimmons (Chair)
Chief of Staff, Office of
the Governor

Jayasri Guha
Weyerhaeuser Corp.

Earl W. Heister
Battelle, Pacific Northwest
National Laboratory

Dr. Ed Lazowska
Bill & Melinda Gates Chair,
Computer Science &
Engineering, University of
Washington

Stuart McKee (Vice Chair)
CIO, State of Washington

Mary McQueen
Administrator for the Courts

Gary Robinson
Sr. Assistant Director, Office
of Financial Management

**Representative
Laura Ruderman**

Fred Stephens
Director, Department of
Licensing

Senator James West

Statutory Authority

The Information Services Board (ISB) is the entity to which the Legislature has delegated IT acquisition, policy development, planning and oversight authority over the agencies of the executive and judicial branches.

Washington is committed to using technology to improve information and service delivery; accordingly, there is much IT policy development occurring to guide the rapid changes. While the statutory responsibility for the acquisition and management of IT resources rests with agency heads, the ISB establishes policies that guide those activities.

Under 43.105.041 RCW the ISB has the power and duty to:

- Develop statewide or interagency technical policies, standards and procedures.
- Develop standards governing the acquisition and disposition of equipment, proprietary software and purchased services, and confidentiality of computerized data.
- Purchase, lease, rent or otherwise acquire, dispose of and maintain equipment, proprietary software and purchased services, or to delegate to other agencies and institutions of state government, under appropriate standards, the authority to purchase, lease, rent or otherwise acquire, dispose of and maintain equipment, proprietary software and purchased services.
- Review and approve standards and common specifications for new or expanded telecommunications networks proposed by agencies, public post-secondary education districts, educational service districts or statewide or regional providers of K-12 information technology services; and to assure the cost-effective development and incremental implementation of a statewide video telecommunications system to serve public schools, educational service districts, vocational-technical institutes, community colleges, colleges and universities, state and local government, and the general public through public affairs programming.

*Portfolio
management
directs agencies to
manage their IT
investments in the
context of the
state's overall
technology holdings*

For more information:
Nancy Jackson,
Communications Director
Washington State Department
of Information Services
1110 Jefferson Street SE
Olympia, WA 98504-2445
360-902-3553
nancyj@dis.wa.gov
dis.wa.gov

Membership

The ISB's 15 members are drawn from the executive, judicial, and legislative branches, education and higher education, an agency headed by a statewide elected official other than the governor, and the private sector. The governor appoints eight of the members.

Portfolio Management

Technology as a statewide investment

Washington's information technology projects have earned a success rate three times the national average. In order to ensure continued investment in information technology remained strategic and successful, in 1999 the ISB introduced a portfolio-based management strategy for IT investment.

Portfolio management became standard procedure after winning unanimous support of legislators and the governor. More than 95 percent of all executive-branch information technology spending is now covered by this new management approach.

Portfolio management activities that meet 43.105.172 RCW:

- Portfolio management directs agencies to manage their information technology investments – computer systems and telecommunications equipment, for example – in the same way that real estate and stock investments are managed.
- Each proposed investment is examined in the context of an agency's current and planned investments, as well as in the context of the state's overall information technology holdings and the agency's business needs.
- By statute, each agency head is responsible for the acquisition and management of that agency's IT resources. To do so, they are, guided by the IT portfolio management policies and principles. Agency IT portfolios are considered components of the statewide IT portfolio.
- Portfolio management was developed in consultation with the DIS Customer Advisory Board and was approved by the ISB.
- The portfolio model has been extended to multi-agency communities of interest involved in digital government, criminal justice, education, and geospatial information. These initiatives are coordinated by the Executive Management Group, the K-20 Network Board, and the Washington Geographic Information Council, respectively. All of these entities are either under the authority of, or cooperate with, the ISB.

Telecommunication Services

SCAN Long Distance

Calls to locations within Washington State	Rate	Unit
Intrastate calls	\$0.0550	minute
Interstate calls	\$0.0575	minute
Canadian	\$.15	minute
International calls	\$.99	minute
Directory assistance	\$.75	per call

SCAN Plus Calling Cards

	Rate	Unit
Calls to all 50 states	\$0.0975	minute
Other Calling Card Charges		
Surcharge	\$.10	per call
Canadian	\$.15	per minute
Surcharge	\$.35	per call
International	varied	by location
Operator assisted	\$5.50	per call

Local Telephone Services

Central Office Services

(Qwest locations)	Rate	Unit
Olympia, Lacey	\$24.00	line/month
Tacoma 589 prefix	\$26.00	line/month
Longview, Seattle, Spokane, Tacoma	\$28.00	line/month
Aberdeen, Bremerton, Centralia, Chehalis, Colfax, Colville, Omak, Puyallup, Tacoma 471 prefix, Yakima	\$30.50	line/month
Auburn, Bellevue, Bellingham, Federal Way, Kent, Pasco, Renton, Seattle 439 prefix, Shelton, Vancouver	\$32.50	line/month
Port Angeles, Port Orchard, Port Townsend, Walla Walla	\$33.00	line/month
Ephrata, Moses Lake	\$36.00	line/month
Other central office locations	Quote/service agreement	
PBX	Quote/service agreement	

Conference Calling

Rate	Unit
\$0.12	minute/participant

Proprietary Network Services

Unisys Network	Rate	Unit
Low Speed Connection	\$380.00	month
Medium Speed Connection	\$598.00	month
High Speed Connection	\$1,168.00	month

System 390 Network	Rate	Unit
Low Speed Connection	\$650.00	month
Medium Speed Connection	\$845.00	month
High Speed Connection	\$1,125.00	month

Enhanced Voice Telecommunications Services

Automatic Call Distribution	Quote/service level agreement
Interactive Voice Response	Quote/service level agreement
Computer Telephony Integration	Quote/service level agreement
Simon Voice Messaging Service	
Basic	\$7.00 mailbox
Standard	\$8.75 mailbox
Premium	\$10.75 mailbox
Virtual	\$6.95 mailbox
Special Applications	per quote

Wide Area Network Services

All priced within quote/service level agreement
Statewide Transport Network
TCP/IP Backbone Network
Frame Relay Services
Wireless Data Services
Intergovernmental Network Services (IGN)
Internet Access Services

Technology Brokering Services

Current pricing available on the TechMall at http://techmall.dis.wa.gov
Workstation and Network Equipment
Configuration Services
Microsoft Select Licensing Services
Novell MLA Licensing Program

Master Contracts

Current pricing available on the TechMall at http://techmall.dis.wa.gov
Wireless Telephone Equipment and Service
Digital Certificates
Small Business Telephone Systems
Internet Check Payment Service
Optical Fiber/Copper Cabling Installation/Maintenance
Pager Equipment and Service
Personal Computers and Associated Equipment
Toll-Free Calling Services
Voice Processing Equipment
Web-based Application Support Services
Workstation Maintenance
Content Management
IT Research Services
Data Communication Products



Washington State Department of
Information Services

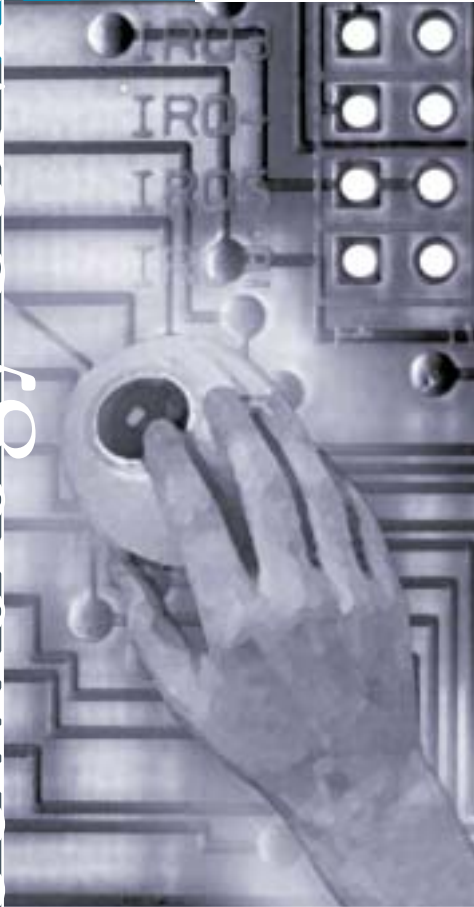
1110 Jefferson Street SE
PO Box 42445
Olympia, WA 98504-2445

dis.wa.gov

Technology Services

Washington State Department of
Information Services

RATE SCHEDULE



EFFECTIVE JULY 1, 2003

dis.wa.gov

Our core purpose at the Department of Information Services

is to provide technology leadership and services that make life better for the citizens of Washington.

Our goals are to:

- Maximize the use of Washington’s world-class IT infrastructure
- Foster collaborative approaches for solving business problems
- Encourage innovative uses of technology through vision, strategic planning and policy
- Build trusted partnerships through first-class customer service
- Provide cost-effective access to technology products and services by aggregating public sector demand
- Strengthen public confidence through reliable services

Contact Us

http://dis.wa.gov/aboutdis/contacts.htm

Use Area Code 360 unless otherwise noted

DIS Director’s Office	902-3470
DIS Rate Information	902-3521
Customer Service Agreements	902-3551
State Government Directory Assistance	753-5000
Outside Olympia Calling Area	1-800-321-2808

Computer Services

New and Ongoing Services	902-3041
Service Billing Questions	902-3527

Telecommunication Services

General Information	902-9830
Technology Brokering Services/ Master Contracts	725-4200

Interactive Technologies

Enterprise Security Services	902-3488
Video and Web Services	407-0609
Access Washington™/Inside Washington	725-5319

Computer Services

Computer Processing

System 390 Processing	Rate	Unit
Batch	\$395.00	process hour
ADABAS	\$395.00	process hour
TSO	\$395.00	process hour
CICS	\$395.00	process hour

System 390 Volume Discounts

TSO	30% of sales greater than 3,000
ADABAS	30% of sales greater than 3,000
CICS	30% of sales greater than 3,000
BATCH	30% of sales greater than 14,000

Unisys 2200

Processing	Rate	Unit
Batch	\$.70	KSUA*
Demand	\$1.70	KSUA
Realtime	\$.90	KSUA

*KSUA=1000 SUAs (Standard Unit of Accounting) = UNISYS measurement tool.

Production Services

Staging, destaging and job submission

	Rate	Unit
Routine	\$36.00	hour
Rush or Walk-Through	\$46.00	hour

Printing

Line (Computer Room)	\$1.00	1,000 lines
Remote (Customer Site)	Free	
Page Printer (Computer Room)	\$.026 + paper form cost	page

Microfilm (COM)

Microfiche Originals	\$.30	fiche
Microfiche Duplicates	\$.10	fiche
Microfiche Pages	\$.0065	page

System 390 Processing Discount Schedule

Job Class Batch	Title	Turnaround Objective	Prime (6 a.m.- 6 p.m. M-F)	Non-Prime (6 p.m.- 6 a.m. M-Sunday)
R	Regular scheduled (CA-7)	Due out time	1.00	.50
O	On-demand scheduled (CA-7)	Input queue	1.50	.75
J	Superhot	.1 hr	4.00	2.00
H	Hot Job	1 hr	2.50	1.25
A		2 hrs	2.00	1.00
D		4 hrs	1.50	.75
E	Off-Prime	Next morning		.65
F	Printspool	N/A	1.00	1.00
C		N/A	1.50	.75
TSO		N/A	1.00	.50
CICS		N/A	1.00	.50

System utilization charges are based on service levels by class.
Notes: 1. Input queue includes time from read-in to start execution.
2. Turnaround time includes time from read-in through job termination.
3. Printing is excluded from turnaround and shift discounts.
4. Job classes J and H may be submitted through CA-7 but will be billed at J and H billing factors.
5. Class E jobs commence execution at 6 p.m. and will be accepted until midnight daily.
6. The shift discounts will not be applied when initiation and/or termination occur during prime shift, except E class which always receives the shift discounts.

Web Services

Video Services

Video Encoding/Digitalization

Webcasting

Ask George™

Enterprise Security Services

Web Design and Development	per quote
Video Production and Satellite Broadcasting	per quote
Placing Video on the Web	per quote
Live Video Streaming	per quote
Customized Agency Search	per quote
Virtual Private Network (VPN)	\$15 per user/month
Fortress Services	quote per service level agreement

Enterprise Storage

Tape	Rate	Unit
Reel Tape Storage	\$.096	reel/day
Cartridge Tape Storage	\$.08	cartridge/day
Offsite Storage (vaulting)	\$.06	tape/day
Virtual Tape	\$.007	gigabyte/hour

Disk

S/390 Disk Storage	\$.350	gigabyte/hour
S/390 Dedicated Disk	\$90.00	volume/day
S/390 DASD Archiving	\$.01	gigabyte/hour
Unisys Disk Storage	\$.013	track/month
Unisys Shared Mass Storage	\$.005	track/month
Server Backup Services	\$7.50	gigabyte/month

Enterprise Business Solutions

Shared Web Hosting	Rate	Unit
Set-up Fee	\$60.00	per set up
Basic (0-20 MB storage)	\$20.00	month
Standard (20 - 100 MB storage)	\$60.00	month
Intermediate (100 - 500 MB storage)	\$200.00	month
Advanced (500 MB - 2 GB storage)	\$400.00	month
Redirect page	\$20.00	month
LISTSERV®	\$7.00-\$250.00	list per month
>100,000 List Members	quote	per service level agreement
Shared Exchange E-mail	\$15.00	mailbox per month
Server Hosting	quote	per service level agreement
Enterprise E-mail	quote	per service level agreement
Secure File Transport	quote	per service level agreement